

Erskine Practice

**Guide to information available through the Scottish Information Commissioner's
Model Publication Scheme 2014**

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Section 1: Introduction

The Freedom of Information (Scotland) Act 2002 requires Scottish public authorities to produce and maintain a publication scheme. Authorities are under a legal obligation to:

- Publish the classes of information they make routinely available
- Tell the public how to access the information and what it might cost

Erskine Practice has adopted the Model Publication Scheme 2014 produced by the Scottish Information Commissioner. The scheme has the Commissioner's approval until 31 May 2018.

You can see the model publication scheme on the Commissioner's website at www.itspublicknowledge.info/mps or by contacting us at the address provided below.

The purpose of this Guide to Information is to:

- allow you to see what information is available (and what is not available) in relation to each class
- state what charges may be applied
- explain how you can find the information easily.
- provide contact details for enquiries and to get help with accessing the information
- explain how to request information we hold that has not been published.

Section 2: About Erskine Practice

General information

Erskine Practice
Arthurstone Medical Centre
39 Arthurstone Terrace
Dundee
DD4 6QY

The Erskine Practice Team consists of:

Doctors

Dr Peter Slane (Senior Partner)
Dr Rodney Fleming
Dr David Shaw
Dr Christine Maple
Dr Katherine Emslie-Smith
Dr Laura Cochrane

General Manager

Neil Smith

Office Administrator

Fiona Ross

Practice Nursing Team

Debbie Whitton (Senior Nurse/Nurse Manager)
Karen Mitchell
Elizabeth Geissler
Pamela Curran
Vicky Johnston (Phlebotomist)

Practice Administration Team

This team is led by an General Manager/Office Administrator and consists of

1 Medical Secretary
8 Reception/Administration Staff

A full list of practice staff is shown in our Practice leaflet available from reception staff or from the practice website www.erskinepractice.scot.nhs.uk

None of our GP partners speak other languages other than English but we have access to a telephone interpreting service provided by Language Line Services (LLS) for Non-English speaking patients attending NHS Tayside Services. Translation services are also available for deaf and blind patients.

For enquiries or further information, contact Interpretation and Translation Services Lead: Pammy Chima who is based at Ninewells Hospital

Opening Hours

The surgery is open at the following times

Monday:	08.00 to 18.00
Tuesday:	08.00 to 18.00 **
Wednesday:	08.00 to 18.00
Thursday:	08.00 to 18.00
Friday:	08.00 to 18.00
Weekend:	Closed

** Pre-bookable appointments are also available **after 6pm** on **Tuesdays** for patients who are unable to attend during our normal working hours

These must be pre-booked in advance during normal opening hours as calls to 01382 458333 connect to the answering service at 1800 hours referring patients to NHS 24.

We operate a same day booking system for GP appointments. If you wish to make an appointment with a doctor ring early on the day you wish to be seen and you will be offered a choice of various times to come on that day generally with the doctor of your choice. When following up a problem, it's strongly advised that you try to see the same doctor.

Alternatively you are able to book in advance if you prefer to come on a specific day and time.

Our practice nurses appointments can all be booked in advance.

We offer telephone consultations for those occasions patients may wish to speak to a nurse or doctor on the telephone as an alternative to a face-to-face consultation in the surgery.

Out- Of- Hours Service & NHS 24

Out of Hours Service and NHS 24 - **contact 111** (free phone)

NHS 24 provides clinical telephone health information, advice and referral service in Scotland.

Should you need medical care when the Practice is **closed** out with normal surgery hours of **0800 to 1800 Monday to Friday** or closed for training events or bank holiday ring NHS 24 on the above number. Should you ring the surgery number the answering service will advise you to contact NHS 24.

NHS 24 is an essential part of the Tayside out of hour's arrangements. People calling the service will talk to an experienced nurse who will give a clinical assessment of symptoms presented and give self-care advice, if appropriate, direct the patient to the most appropriate healthcare professional at the most convenient place of care, or organise a home visit. NHS 24 does not replace out of hours care. Rather, NHS 24 works with local out of hours service to make sure that people who are ill are provided with the right care at the right time and by the right health professional. Remember that housecalls will only be made to seriously ill/housebound patients.

Concerns or complaints about the services we provide can be made directly to the practice

We are always willing to hear any comments, suggestions or complaints about the building or service we offer and our General Manager will be happy to discuss those with you. If you

wish to make a formal complaint a copy of our complaints procedure and a complaints form are available from reception or via our practice website www.erskinpractice.scot.nhs.uk Any complaint will be acknowledged within three working days of receipt and we will respond in full within twenty working days beginning with the day on which the complaint was received or where that is not possible, as soon as reasonably practicable.

It is our intention to resolve complaints by:

- Finding out what happened and what went wrong
- Enabling you to discuss the problem with those concerned if you would like this
- Ensuring an apology is offered if appropriate
- Identifying what can be done to ensure the problem does not happen again

The Health Board offers a conciliation service and advice may be sought from

Complaints Manager,
NHS Tayside,
Ninewells Hospital,
Dundee.
Freephone 0800 027 5507.

Additionally if you remain dissatisfied with the responses to your complaint, you have the right to refer the matter to the Scottish Public Services Ombudsman at

SPSO,
Freepost EH641,
Edinburgh EH3 0BR.

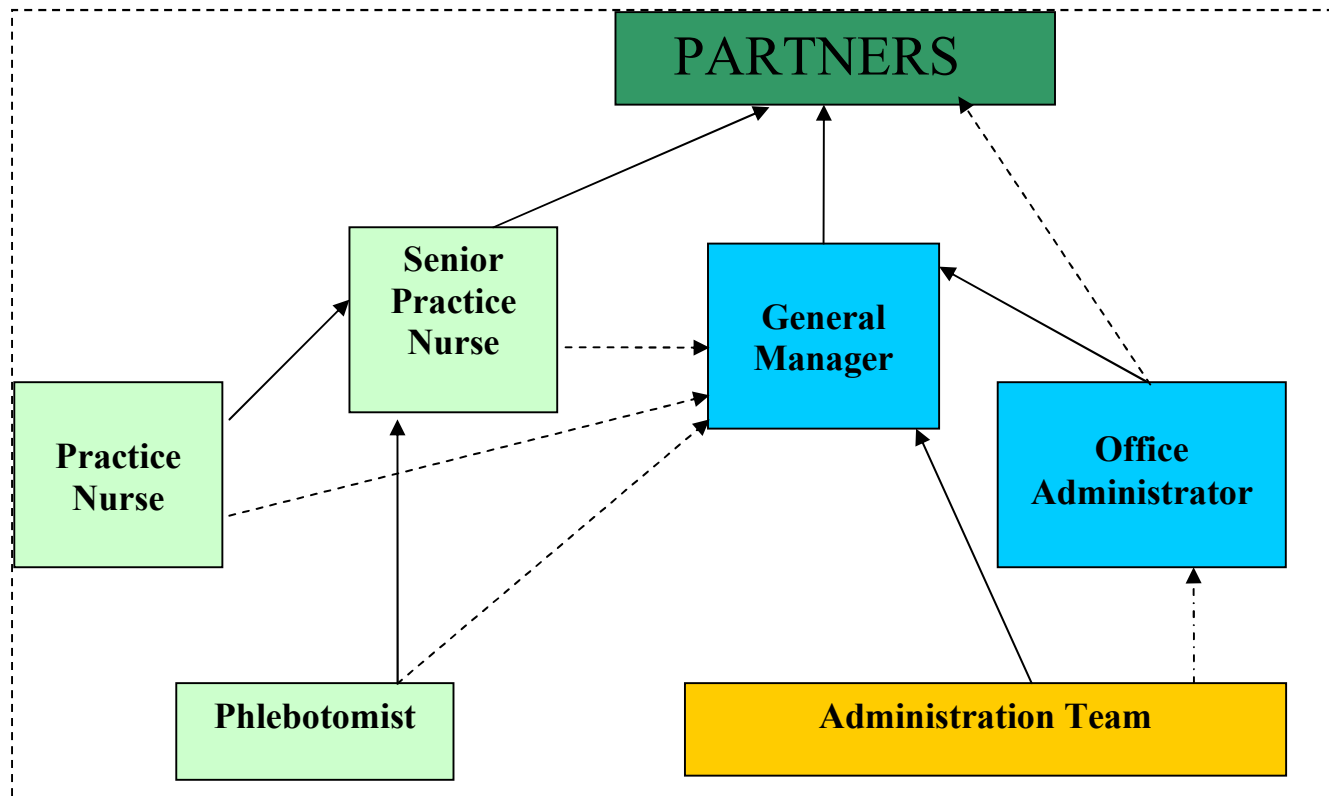
Telephone 0800 377 7330.
Website address www.spsso.org.uk

Constitution

This GP practice is constituted under the National Health Services (Scotland) Act 1978 and is contracted NHS Tayside to provide primary medical services under GMS Regulations

How the practice is run

Management Structure is outlined below:



Each partner has defined roles in relation to the running of the practice e.g. the senior partner oversees the partnership and has regular meetings with the General Manager and the staff partner has regular meetings with the General Manager, Office Administrator and Senior Nurse/Nurse Manager. The Senior Nurse/Nurse Manager has regular meeting with practice nursing staff.

The General Manager is responsible for the financial, business, personnel and IT developments in the practice

The Office Administrator is responsible for the administration of the practice and all personnel issues.

The Senior Nurse/Nurse Manager is responsible for the management of the nursing services and nursing staff in the Practice

Weekly clinical meetings take place involving doctors, district and practice nurses, health visitors, practice pharmacist and management to discuss clinical matters.

Monthly business meetings are held involving doctors, practice nurse and practice management to discuss the day to day running of the practice and future developments.

The partners meet twice yearly to discuss partnership matters.

All meetings are minuted with ownership associated with action points. Decisions are made by consensus.

Under our contract of services with the NHS Tayside we are obligated to meet the requirements of this contract and must provide information to support this to the NHS board. The practice is audited by Practitioners Services Division under Payment Verification processes which assess that payments made to practices are correct. PSD is responsible for providing assurance to NHS boards that the payments made on their behalf to GP practices are accurate and valid. The work conducted under Payment Verification includes patient registration checks, documentary checks, trend analysis, and practice visits.

General practitioners have a duty of care to their patients and are registered with the General Medical Council and follow the standards and good medical practice guidelines laid down by the GMC, including the requirements set out in the GMC guidance *Duties of a Doctor* (http://www.gmc-uk.org/guidance/good_medical_practice/duties_of_a_doctor.asp).

Section 3: Our functions and services

NHS Boards contract with GP practices to provide primary care services to patients. Erskine Practice holds a General Medical Services contract with NHS Tayside. Under this contract we provide primary medical services to patients that reside within our practice area. Please refer to our Practice leaflet or website for details of our practice boundary

GP contractors (Dr Peter Slane, Dr Rodney Fleming, Dr David Shaw, Dr Katherine Emslie-Smith, Dr Christine Maple, Dr Laura Cochrane) hold the contract for services with the NHS board and are responsible for fulfilling the obligations of the contract. The "General Medical Services (<http://www.legislation.gov.uk/ssi/2004/115/made>)" Regulations outline our responsibilities under our contract. The payment arrangements under our contract are contained in the GMS: Statement of Financial Entitlements (the current year's SFE can be found on the NHS Scotland website <http://www.show.scot.nhs.uk/publications/publication.asp>).

This practice participates in the Quality and Outcomes Framework. Funding under the QOF is dependent on achievement against a variety of clinical and non-clinical indicators.

This practice aims to take account of NHS Quality and Improvement Scotland standards and guidance, Scottish Intercollegiate Guidelines Network (SIGN) guidelines relevant to general practice, and Scottish Government Health Directorates service strategies and frameworks.

Under our contract with NHS Tayside we provide a range of services to our patients, including:

A full range of general medical services

- Alcohol Screening and brief interventions
- Anti-coagulation monitoring
- Asthma clinic
- Baby and Child Surveillance
- Baby and Child Immunisation
- Cervical Smears/Well-Woman Clinic
- Chronic Heart Disease
- Chronic Kidney Disease
- Clinical Psychologist

- Contraceptive services
- COPD
- Counselling services – Insight
- Cryotherapy clinic
- Diabetes clinic
- Emergency Contraception
- Extended Hours
- Family planning
- Health Promotion
- Immunisations
- Influenza and Pneumococcal vaccinations
- Keep Well clinic
- Listening Service
- Maternity/Midwife Antenatal Clinic
- Minor surgery
- Monitoring of treatment for chronic conditions
- Obesity services
- Osteoporosis
- Palliative Care
- Travel advice

Some of these services are provided in partnership with other agencies, Namely

- Tayside Drug Problem Service
- Community Nursing services

Our Practice Leaflet details the range of services we provide and it also contains a summary of the doctor's availability and surgery hours.

It is important to note that this range of services may be subject to change and may not always be available.

Information about the general medical services offered by the Erskine Practice is set out in the Practice Leaflet, which can be obtained from Reception staff or from the practice website **www.erskinpractice.scot.nhs.uk**

Confidentiality of Medical Records

As a patient of this practice, your medical records are confidential, and are accessible only to the members of the Primary Health Care Team involved in your care. However, as a teaching practice, there may be occasions when other professionals have access to your records. Specifically, these include:

- Medical students who require access to support their learning
- Audit assistants who require access to ensure high standards of care are being maintained by the practice.
- Research assistants who require access as part of approved research projects.
- Studies used for health care research purposes requiring anonymous information designed to help us protect the health of the public generally, plan for the future and train staff for the benefit of everyone.

You should be reassured that all persons who have access to your medical records are bound by the same rules of confidentiality as members of the Primary Health Care Team.

You have the right to object in writing to such access, and your objections will be respected, except where access is essential to protect yourself or someone else from risk of death or serious harm.

We are unable to discuss any matters with your relatives without your express written permission. This includes queries regarding your treatment, medication, hospital appointments and results.

The staff at this practice record information about you and your health so that you can receive the right care and treatment. We need to record this information, together with the details of the care you receive because it may be needed if we see you again.

We may use some of this information for other reasons, for example, to help us to protect the health of the general public generally, to plan for the future, to train staff and to carry out medical and other health research for the benefit of everyone.

We are currently involved in research studies for which we provide anonymous information from patients' notes. You cannot be identified in any way from this information as none of your personal details are given to researchers. Individual patients' records are added into a much larger anonymous database, containing records from millions of patients across the UK. This information is used by researchers outside this practice. The databases to which we contribute anonymous records are known as The Health Improvement Network (THIN) and Clinical Practice Research Database (CPRD). These databases are managed by companies outside the NHS which does not have access to your personal details, only to anonymous medical records. The data is used for research into such topics as drug safety, disease patterns, prescribing patterns, health economics and public health. Many of these studies provide useful information to medical staff on diseases, the use of drugs or outcomes of disease or treatment.

These studies may be performed by academic researchers or commercial companies amongst others. However, no researcher has access to your full details such as your name and address, initials or your full date of birth. The researchers are not given information on the GP nor the practice name, address or post code.

If you would like to opt out of this data collection scheme, please let your doctor know and no data from your records will be collected or used in research. This will not affect your care in any way.

If anything to do with the research would require that you provide additional information about yourself, you will be contacted to see if you are willing to take part; you will not be identified in any published results.

Note that you have a right of access to your health records. If at any time you would like to know more, or have any concerns about how we use your information, you can speak to Neil Smith, General Manager on 01382 458333.

Emergency Care Summary and NHS Tayside Electronic Health Record.

A summary of basic information about your health which might be important if you need urgent medical care when your GP surgery is closed is made available to help doctors and nurses treating you. The information is copied from your record and stored electronically using the highest standards of security so that it can be found quickly when needed.

Emergency Care Summary.

If you become ill when your doctor's surgery is closed you, or the person phoning on your behalf, may be asked by doctors and staff at NHS 24, Out of Hours Medical Centres or A & E Departments whether they can access certain information in your patient record such as

- Your name
- Your date of birth
- The name of your GP surgery
- An identifying number called a CHI number
- Information about any medicines prescribed by your GP
- Any bad reactions you've had to medicines that your GP knows about.

NHS Tayside Electronic Health Record

In addition to the above, in Tayside information such as important illnesses, operations, allergies, height, weight and recent blood pressure measurements is also available to doctors and staff at NHS 24, Out of Hours Medical Centres, A & E Departments and if you are receiving care in an NHS Tayside hospital.

Only NHS staff directly involved in your medical care will be allowed to look at either your Emergency Care Summary or Electronic Health Record. They will not be able to see your full patient record.

However if you do not want the above doctors and staff to have access to this information please let a receptionist at the practice know.

More information is contained in leaflets which are available from practice reception or on our Practice website www.erskinpractice.scot.nhs.uk.

Section 4: How we take decisions and what we have decided

Weekly clinical meetings take place involving doctors, district and practice nurses, health visitors, practice pharmacist and management to discuss clinical matters.

Monthly business meetings are held involving doctors, practice nurse and practice management to discuss the day to day running of the practice and future developments.

The partners meet twice yearly to discuss partnership matters.

All meetings are minuted with ownership associated with action points. Decisions are made by consensus.

The Practice has an active Patient Participation Group (PPG) and aims to meet at least twice yearly. This allows a forum to discuss policy changes that might impact on patients. The Practice website has a dedicated section that allows patients to contact the PPG or the Practice directly and includes an application form for patients who wish to contribute to the development of the Practice.

The Practice produces a regular newsletter which is available to all patients in a printed form and published on our website. The newsletter is automatically e-mailed to patients who have registered for this service.

Please see *Section 14 – Classes of information* for further details.

Section 5: What we spend and how we spend it

Erskine Practice receives funding from NHS sources to provide NHS services to patients. We do not charge patients for NHS services. Details of our NHS funding can be requested from the practice, please see *Section 14 – Classes of information* for further details.

Section 6: Accessing information under this scheme

Information available under our guide to information will normally be available through the routes described below. *Section 14 – Classes of Information* provides more details on the information available under the scheme, along with additional guidance on how the information falling with each “class” may be accessed.

Online

Most information listed in our guide to information is available to download from our practice website www.erskinepractice.scot.nhs.uk If you have any difficulty accessing information online please contact us by an alternative route.

By email

You can request the information you seek by email at erskine.tayside@nhs.net wherever possible. When requesting information from us, please provide a telephone number so we can telephone you to clarify details, if necessary.

By phone

Information can also be requested from us over the telephone. Please call 01382 458333 to request information available under this scheme.

By post

All information under the guide will normally be available in paper copy form, but please consider the impact on the environment. Please address your request to:

General Manager
Erskine Practice
Arthurstone Medical Centre
39 Arthurstone Terrace
Dundee
DD4 6QY

When writing to us to request information, please include your name and address, full details of the information or documents you would like to receive, and any fee payable (see *Section 6: Our charging policy* for further information on fees). Please also include a telephone number so we can telephone you to clarify any details, if necessary.

Advice and assistance

If you have any difficulty identifying the information you want to access, then please contact the practice by one of the methods listed above.

Section 7: Information that we may withhold

All information covered by our guide to information can either be accessed through our website, or will be processed promptly and provided as soon as possible following our receipt of your request.

Our aim in maintaining this guide is to be as open as possible. You should note, however, that there may be circumstances where information will be withheld from one of the classes of information listed in *Section 14 – Classes of Information*. Information will only be withheld where permitted by The Freedom of Information (Scotland) Act 2002 (FOISA).

Information may be withheld, for example, where its disclosure would breach the law of confidentiality or harm an organisation's commercial interests. Information may also be withheld if it is another person's personal information, and its release would breach data protection legislation.

Information would not be disclosed in the following examples:

- Requests for information that is contained in patient medical records. However, you do have the right to request your own medical records, see *Section 13 - How to access information which is not available under this scheme*.
- Requests for information relating to private income of practice partners or practice staff
- Requests for financial information that would likely prejudice substantially the commercial interests of any person

Additionally, section 25 of FOISA provides an absolute exemption which allows our practice to refuse to deal with a request where the requested information is already reasonably obtainable elsewhere, even where a fee may be charged. Information provided in the publication scheme is considered reasonably obtainable.

Whenever information is withheld we will inform you of this, and will set out why it was not appropriate for that information to be disclosed. Even where information is withheld it may, in many cases, be possible to provide copies with the withheld information edited out.

If you wish to complain about any information which has been withheld from you, please refer to *Section 10 – Complaints*.

Section 8: Our charging policy

Unless otherwise stated in *Section 14 – Classes of Information*, all information contained within our guide is available from us free of charge where it can be sent to you electronically by email.

We reserve the right to impose charges for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage to the practice, as set out below.

In the event that a charge is to be levied, you will be advised of the charge and how it has been calculated. Information will not be provided to you until payment has been received.

Reproduction costs:

Where charges are applied, photocopied information will be charged at a standard rate of 10p per A4 paper (black and white copy) and 30p per A4 paper (colour copy).

Computer discs will be charged at the rate of £1.00 per CD-Rom.

Postage cost:

We will pass on postage charges to the requester at the cost to the practice of sending the information by first class post.

Section 9: Our copyright policy

Erskine Practice holds the copyright for the vast majority of information in this guide to information. All of this information can be copied or reproduced without our formal permission, provided it is copied or reproduced accurately, is not used in a misleading context, and provided that the source of the material is identified.

The guide may, however, contain information where the copyright holder is not Erskine Practice. In most cases the copyright holder will be obvious from the documents. In cases where the copyright is unclear, however, it is the responsibility of the person accessing the information to locate and seek the permission of the copyright holder before reproducing the material or in any other way breaching the rights of the copyright holder. Wherever possible, this scheme will indicate where we do not own the copyright on documents within *Section 14 – Classes of Information*.

Information about Crown copyright material is available on the website of the Queens Printer for Scotland at www.oqps.gov.uk. We can provide you with a copy of this information if you do not have internet access.

Section 10: Our records management and disposal policy

All information at the Erskine Practice is held, retained and destroyed in accordance with *Scottish Government – Records Management: NHS Code of Practice (Scotland)*. Confidentiality of patient information is maintained in accordance with the *NHS (Scotland) Act 1978 Directions on the Confidentiality and Disclosure of Information: General Medical Services, Primary Medical Services Section 17C Agreements and Health Boards Primary Medical Services Contracts*. These documents are available on the NHS Scotland website (<http://www.show.scot.nhs.uk>).

Section 11: Feedback

Erskine Practice is required to review our guide to information from time to time. As a result, we welcome feedback on how we can develop our guide further. If you would like to comment on any aspect of this guide to information, then please contact us. You may, for example wish to tell us about:

- other information that you would like to see included in the guide
- whether you found the guide easy to use
- whether you found the guide to information useful
- whether our staff were helpful
- other ways in which our guide to information can be improved

Please send any comments or suggestions to

Neil Smith
General Manager
Erskine Practice
Arthurstone Medical Centre
39 Arthurstone Terrace
Dundee
DD4 6QY

Email: erskine.tayside@nhs.net

We also have a patient feedback form on available on our website
www.erskinepractice.scot.nhs.uk

Section 12: Complaints

Our aim is to make our guide to information as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the guide, however, then please contact us, and we will try and resolve your complaint as quickly as possible. You can contact:

Neil Smith
General Manager
Erskine Practice
Arthurstone Medical Centre
39 Arthurstone Terrace
Dundee
DD4 6QY

Any complaint will be acknowledged within two working days of receipt and we will respond in full within twenty working days.

You have legal rights to access information under this guide and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response. These rights apply only to information requests made in writing* or another recordable format. If you are unhappy with our responses to your request you can ask us to review it and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner.

The Commissioner's website has a guide to this three step process, and she operates an enquiry service on Monday to Friday from 9:00am to 5:00pm. The Commissioner's office can be contacted as follows:

Scottish Information Commissioner

Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Telephone 01334 464610
Email enquiries@itspublicknowledge.info
Website www.itspublicknowledge.info

*verbal requests for environmental information carry similar rights.

Section 13: How to access information which is not available under this scheme

If the information you are seeking is not available under this guide to information, then you may wish to request it from us. The Freedom of Information (Scotland) Act 2002 (FOISA) provides you with a right of access to the information we hold, subject to certain exemptions. The Environmental Information (Scotland) Regulations 2004 (EIRs) separately provide a right of access to the environmental information we hold, while the Data Protection Act 1998 (DPA) provides a right of access to any personal information about you that we hold. Again, these rights are subject to certain exceptions or exemptions.

Should you wish to request a copy of any information that we hold that is not available under this scheme, please write to Neil Smith, General Manager, Erskine Practice, Arthurstone Medical Centre, 39 Arthurstone Terrace, Dundee, DD4 6QY

Charges for information which is not available under the guide

The charges for information which is available under this guide are set out under Section 8 – Our Charging Policy. Fees for information that is not available under this guide are outlined in The Freedom of Information (Fees for Required Disclosure) (Scotland) Regulations 2004. If you submit a request to us for information which is not available under the Model Publication Scheme 2014 the charges will be based on the following calculations:

General information requests

- There will be no charge for information requests which cost us £100 or less to process.
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.
- We are not obliged to respond to requests which will cost us over £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges for environmental information

We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released.

In the event that we decide to impose a charge we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges are calculated on the basis of the actual cost to the authority of providing the information.

- Photocopying is charged at 10p per A4 sheet for black and white copying, 30p per A4 sheet for colour copying.

- Postage is charged at actual rate for first class mail.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50 calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

Requests for your own personal data

While you cannot request personal data under the FOISA you are entitled to request your own personal data under the DPA. Under the DPA you can request your personal information from Erskine Practice. We reserve the right to charge a maximum of £50 for requests for an individual's own personal information.

Section 14 – Classes of information

The Freedom of Information (Scotland) Act, 2002 requires a publication scheme to specify the classes of information the Public Authority already publishes or intends to publish. Our intention is to publish as much information as possible through our guide to information, where there is known to be public interest. However, exemptions under the Freedom of Information (Scotland) Act, 2002 may allow us to withhold some information, as indicated in *Section 7: Information that we may withhold*.

We publish information that we hold within the following classes:

Class 1: About Erskine Practice

Class 2: How we deliver our function and services

Class 3: How we take decisions and what we have decided

Class 4: What we spend and how we spend it

Class 5: How we manage our human, physical and information resources

Class 6: How we procure goods and services from external providers

Class 7: How we are performing

Class 8: Our commercial publications

Once information is published under a class we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

Class 1: About Erskine Practice	
Class description: Information about Erskine Practice, who we are, where to find us, how to contact us, how we are managed and our external relations.	
The information we publish under this class	How to access it
Practice name, address and contact details	Information contained in section 2 of this document and our practice leaflet. This information is available by email, post and available on our practice website www.erskinpractice.scot.nhs.uk . It is also available from our GP practice.
Organisational structure, roles and responsibilities of partners	Information contained in section 2 of this document and our practice leaflet. This information is available by email, post and available on our practice website www.erskinpractice.scot.nhs.uk It is also available from our GP practice.
Practice opening hours	Information contained in section 2 of this document and our practice leaflet. This information is available by email, post and available on our practice website www.erskinpractice.scot.nhs.uk It is also available from our GP practice.
Contact details for patients	Information contained in section 2 of this document and

and complaints functions	<p>our practice leaflet.</p> <p>This information is available by email, post and available on our practice website www.erskinpractice.scot.nhs.uk It is also available from our GP practice.</p>
Publication scheme and guide to information	<p>This information is available by email and post. The Model Publication Scheme 2014 is available on the Information Commissioner’s website¹. It is also available from our GP practice.</p>
Charging schedule for published information	<p>Information contained in section 8 of this document. This information is available by email. It is also available from our GP practice.</p>
Contact details and advice about how to request information	<p>Information contained in section 6 of this document This information is available by email and post. It is also available from our GP practice.</p>
Charging schedule for environmental information	<p>Information contained in section 13 of this document. This information is available by email and post. It is also available from our GP practice.</p>
Legal/contractual framework for the authority	<p>Information contained in section 2 of this document and our practice leaflet. This information is available by email and post. It is also available from our GP practice.</p>
Description of practice governance/decision making structures	<p>Information contained in section 2 of this document. This information is available by email. It is also available from our GP practice.</p>
Names of, responsibilities of and (work-related) biographical details of the people who make strategic and operational decisions about the performance of function and/or delivery of services	<p>Information contained in section 2 of this document. This information is available by email and post. It is also available from our GP practice.</p>
Governance policies	<p>Information contained in section 2 of this document. This information is available by email and post. It is also available from our GP practice.</p>
Strategic planning processes	<p>Information contained in section 4 of this document. This information is available by email and post. It is also available from our GP practice.</p>
Accountability relationships, including reports to regulators	<p>Information contained in section 2 of this document This information is available by email and post. It is also available from our GP practice.</p>

¹ <http://www.itspublicknowledge.info/MPS>

Class 2: How we deliver our functions and services	
Class description: Information about our work, our strategy and policies for delivering functions and services and information for our services users.	
The information we publish under this class	How to access it
Description of practice functions, including statutory basis for them	Information contained in sections 2 and 3 of this document. This information is available by email and post. It is also available from our GP practice.
Strategies, policies and internal staff procedure for performing statutory functions	Information contained in sections 2 and 3 of this document This information is available by email and post. It is also available from our GP practice.
How to report a concern to the practice	Information contained in section 2 of this document and our practice leaflet. This information is available by email, post or on our practice website www.erskinepractice.scot.nhs.uk It is also available from our GP practice.
Reports of the practice's exercise of its functions	The practice does not hold this information.
List of services, including statutory basis for them	Information contained in sections 2 and 3 of this document and our practice leaflet. This information is available by email, post and our practice website www.erskinepractice.scot.nhs.uk It is also available from our GP practice.
Service policies and internal staff policies	Information contained in sections 2 and 3 of this document. This information is available by email and post. It is also available from our GP practice.
Service schedules and delivery plans	Information contained in sections 2 and 3 of this document. This information is available by email and post. It is also available from our GP practice.
Information for patients, including how to access services	Information contained in sections 2 and 3 of this document and our practice leaflet. This information is available by email, post and our practice website www.erskinepractice.scot.nhs.uk It is also available from our GP practice.
Service fees and charges	Information contained in sections 5 of this document This information is available by email and post. It is also available from our GP practice.

Class 3: How the practice takes decisions and what it has decided	
Class description: Information about the decisions we take, how we make decisions and how we involve others	
The information we publish under this class	How to access it
Decisions taken by the practice: agendas, reports, papers, and minutes of meetings (that do not contain confidential patient information)	Information contained in section 4 of this document. This information is available by email and post. It is also available from our GP practice.
Public consultation and engagement strategies	Information contained in sections 4 of this document and our practice leaflet. This information is available by email and post. It is also available from our GP practice.
Class 4: What the practice spends and how it spends it	
Class description: Information about our strategy, and management of, financial resources (in sufficient detail to explain how we spend public money and what has actually been spent.	
The information we publish under this class	How to access it
Details on NHS funding received by the practice and the cost of operating our NHS contract	The Model Publication Scheme does not require individual salaries or income (including information from which this can easily be deduced) to be proactively published. This information is available by email and post. It is also available from our GP practice.
Cost of running the practice	This information is available by email and post. It is also available from our GP practice.
Purchaser equipment and supplies	We do not hold this information
Purchasing plans and capital funding	We do not hold this information
Expenses policies and procedures	This information is available by email and post. It is also available from our GP practice.
Staff pay and grading structure	We do not operate a pay/grading structure for our staff
Class 5: How the practice manages its human, physical and information resources	
Class description: Information about how we manage the human, physical and information resources of the authority	
The information we publish under this class	How to access it

Strategy and management of human resources	This information is available by email and post. It is also available from our GP practice.
Staffing structure	Information contained in section 2 of this document. This information is available by email and post. It is also available from our GP practice.
Human resources policies, procedures and guidelines (recruitment, performance, management, promotion, pensions, discipline, grievance, staff development)	This information is available by email and post. It is also available from our GP practice.
Management of the practice premises	This information is available by email and post. It is also available from our GP practice.
Premises maintenance arrangements	This information is available by email and post. It is also available from our GP practice.
Records management policy	Information contained in sections 10 of this document. This information is available by email and post. It is also available from our GP practice.
Information governance	Information contained in sections 5 of this document. This information is available by email and post. It is also available from our GP practice.
Class 6: How the practice procures goods and services from external providers	
Class description: Information about how we procure goods and services, and our contacts with external providers	
The information we publish under this class	How to access it
Procurement policies and procedures	We do not hold this information
Invitations to tender	We do not hold this information
List of contracts that have gone through formal tendering, including details	We do not hold this information
Class 7: How our practice is performing	
Class description: Information about how the authority performs as an organisation, and how well it delivers its functions and services	
The information we publish under this class	How to access it
External reports, reports for NHS boards, annual reports,	This information is available by email and post. It is also available from our GP practice.

and performance statements	
Quality and Outcomes Framework achievement	This information is available by email and post. It is also available from our GP practice.
Class 8: Our commercial publications	
Class description: Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet (e.g. research journal)	
The information we publish under this class	How to access it
List and details of any commercial publications	We do not hold this information